

 VERMONT DEPARTMENT FOR CHILDREN AND FAMILIES Child Development Division Child Care Financial Assistance Manual		<div style="font-size: 48pt; color: blue;">IV</div>
Chapter:	ELIGIBILITY – Case Management	
Subject:	Program Integrity/Complaints	
Approved:	Janet McLaughlin, Deputy Commissioner	Updated: 05/15/2023

PURPOSE

The Child Development Division (CDD) intends to deter the financial incentives to commit fraud through detection and enforcement by creating a structure that will result in thorough investigations and the ability to track data, identify trends, and train staff.

To provide a guideline of what to do with information regarding providers or parents who may be providing the CDD with incorrect information.

POLICY

CDD may seek re-payment or recoupment of funds directly from the provider or eligible family if payment of financial assistance was made in error due to misrepresentation, fraud by the family or provider, or other violations of these regulations

Payment may be withheld or suspended if a child care provider fails to comply with payment procedures established by CDD, until compliance is established.

CDD may permanently deny access to the subsidy program to any family or provider substantiated for engaging in fraudulent practices within the program.

PROCEDURE

Complaints may be filed by phone through the Consumer Line at 800-649-2642 or the on-line portal <https://dcf.vermont.gov/cdd/contact/consumer-line>. The following guidelines apply:

- If a parent contacts an eligibility specialist regarding a Child Care Financial Assistance provider or subsidy complaint, please encourage them to contact the Child Development Division at the number listed above or through the on-line portal <https://dcf.vermont.gov/cdd/contact/consumer-line>.
- If the parent is calling to report suspected child abuse or neglect refer them to the Child Protection Line at 1-800-649-5285.
- If someone in the Community Child Care Support Agency discovers a potential provider payment issue, email ahs.dcfcdccfappayments@vermont.gov. Provide all available information and send, via email or fax, any documentation pertinent to the complaint.
- Contact your Child Care Financial Assistance Grant Monitor if you suspect a client is providing inaccurate eligibility information. The Grant Monitor will contact the Quality Control Specialist on your behalf and will provide you with further eligibility guidance once additional information is received. Do not enter this type of issue through the on-line portal.